

## Visitor Risk Assessment

Please consult Risk Matrix on final page to identify risk levels

Activity	Hazard	Persons at Risk	L	S	R	Control Measures	L	S	R
Entering and exiting the building	Risk of virus transmission from other visitors due to doors that are less than 2m wide; touch-point as doors are not all automatic	All visitors	3	4	12	One way route into and out of building (doors designated as either entry or exit); clear signage to show routes; hand sanitiser points at entrance and exit doors	1	4	4
Entering spaces where a push-door/rail/button is used	Risk of virus transmission from touch-points on surface of door/handrail/button	All visitors	4	4	16	Doors on automatic/open where possible; regular cleaning of door handles and other touch points based on agreed route and schedule; sanitising points at all doors/buttons (e.g. at lifts)	1	4	4
Using toilets	Risk of virus transmission from other visitors due to narrow entrance/exit; touch points in stalls and at sink; social distancing difficult in small space	All visitors	4	4	16	Interior door propped open to reduce touch points; clear signage outside toilets encouraging masks and use of sanitiser/soap; sinks changed to movement operated; cleaning each hour according to a rota; sanitising station at door	1	4	4
Queuing (at shop, restaurant, toilets, lifts, gallery entrances)	Risk of virus transmission as it is difficult to socially distance; causing congestion in spaces	All visitors	3	4	12	Clear markings of 2m-queueing places (on floor); staff to monitor queues and advise if needed; clear signage marking where to queue	1	4	4
Visiting, and buying items from the shop	Risk of virus transmission due to touch points - paying for purchases, taking items from reception staff	All visitors	4	4	16	One-way system in the shop to reduce potential for contact with other visitors; visitors to pack their own purchases; signage asking visitors only to touch products that they intend to buy; staff have hand sanitiser to clean hands regularly; staff to clean working area regularly; request visitors pay by card only	1	4	4

Using lifts and stairs	Virus transmission as social distancing is not possible in lifts; stairs not 2m wide	<b>All visitors</b>	3	4	12	Signage advising visitors to use lifts one (household) at a time; signage advising visitors that social distancing is not possible on stairs and advising masks/use of lift; tape down centre of staircase to mark 'up' and 'down' sides; clearly marked queueing areas for lifts	1	4	4
Walking around galleries and public spaces	Virus transmission as social distancing may be difficult at times; surfaces can be touch-points; visitors might not comply with social distancing guidelines	<b>All visitors</b>	4	4	16	Signage reminding visitors of social distancing measures; signage encouraging visitors to wear masks in areas where social distancing is not possible; hands-on engagement removed from galleries where possible; 'one-way' system in some areas to avoid visitors coming into close contact; number of visitors in galleries controlled; staff to communicate numbers of visitors in galleries to Duty Manager and Front Desk if they are close to capacity; gallery staff to be trained in managing and supporting visitors to ensure social distancing	1	4	4
Visitors or staff who are ill entering the building	Risk of virus being transmitted to other visitors	<b>All visitors</b>	5	4	20	Signage at the door asking visitors not to enter the building if they have the symptoms for Covid-19 (cough, fever, loss of taste or smell); signage to encourage social distancing; staff to remind visitors of social distancing if needed; staff not to come to work if they have the main symptoms of Covid-19 (sore throat, fever, loss of taste/smell)	1	4	4
Using Café	Risk of virus transmission as social distancing may be difficult; seats and tables are touch points; buying food and drink creates touch points; interacting with restaurant staff	<b>All visitors</b>	4	4	16	Our external caterers John Watts have provided a risk assessment for activity	1	4	4
Deliveries and contractors	Risk of virus transmission when entering the building (touch-points, contact with visitors and staff); difficulty adhering to one-way system if bringing large items from the carpark; difficulty socially distancing when handing goods to staff	<b>All contractors, visitors and staff managing deliveries and contractors</b>	4	4	16	Deliveries/contractors to arrange delivery times; deliveries/contractors to make staff aware of arrival via phone while still in their vehicle and enter the building via agreed route; deliveries to be placed in secure space in Community Room and 'quarantined' for 3 days where possible; deliveries/contractors encouraged to wear masks when entering the building; staff/deliveries to wear gloves if handing goods, and to wash hands before and after	1	4	4

Risk Matrix

